



gretb

Bord Oideachais agus Oiliúna
na Gaillimhe agus Ros Comáin
*Galway and Roscommon
Education and Training Board*

School of Music Terms and Conditions

This payment system is provided by GRETb's School of Music and its third party suppliers. *GRETb's School of Music* may update these terms from time to time and any changes will be effective immediately on being set out here. Please ensure you are aware of the current terms.

Instruments are not available for hire, students must bring their own.

Lessons are conducted through the medium of English.

• **Terms and Conditions**

Please read these terms carefully before using the online payment facility. Using the online payment facility on this website indicates that you accept these terms. If you do not accept these terms do not use this facility.

Please also see Payzone Ireland Limited's Terms and Conditions and Privacy Policy

All payments are subject to the following conditions:-

- All fees are paid via our online payments system (Payzone Ireland Limited) at our website <https://gretb.ie/youth/music-education/>
- We do not accept cash or cheques.
- Fees are non-refundable except in the case of certified medical illness, and will be based on amount paid less cost of classes attended.
- Lessons will take place in Galway Community College, Wellpark, Galway, H91K642 at prescheduled times.
- Duration of lessons. The majority of lessons are 30 minutes, some students who have been playing for a number of years opt for longer lessons of 60 minutes.
- **Payment of fees is per term and must be paid in full in advance.**
- We operate on a first come first served basis.

We accept no liability if payment is refused or declined by the credit/debit card supplier for any reason.

• **Security**

All payment details which are entered through this payment gateway are encrypted when the customer, or third party making payment, enters them. Communications to and from the service provider's site are encrypted.

GRETb's School of Music shall not be liable for any failure by the customer or third party making payment of fees to properly protect data from being seen on their screen by other persons or otherwise obtained by such persons, during the online payment process or in respect of any omission to provide accurate information in the course of the online payment process.

All cardholder information is protected and will never be passed onto any third parties.

- **Service Provider**

- Online payments of fees can be made by credit or debit card.
- The transaction is received and validated by the Service Provider (Payzone Ireland Ltd). The client making the application will get an immediate notification to confirm whether or not the card validation was successful.

The funds will be transferred from your account within 48 hours.

- **Refund Policy**

- Fees are non-refundable except in the case of certified medical illness, and will be based on amount paid less cost of classes attended.
Refunds, if applicable, will only be made to the debit/credit card used for the original transaction.

- **Cancellation Policy**

Individual Lessons:

1. **Tutors cancelling an individual lesson** must advise David.Boland@gretb.ie or Cormac.Barden@gretb.ie giving a minimum of 24 hours' notice.

2. Tutors will advise students of cancelled classes.

3. Written approval of the cancellation must be given by the School of Music as per requirement of the DCS system to facilitate the rescheduling of classes.

4. Rescheduled classes must take place within a week of the cancellation.

1. **Students cancelling an individual lesson** must advise David.Boland@gretb.ie or Cormac.Barden@gretb.ie and their tutor giving a minimum of 24 hours' notice.

2. GRETB's School of Music must give written approval to the tutor, for the rescheduling of lessons where the tutor has received 24 hours' notice of cancellation by the student.

3. Rescheduled lessons must take place within a week of the cancellation.

4. If the student does not advise the School of Music of the cancellation of the lesson with a minimum of 24 hours' notice, the lesson cannot be rescheduled.

5. Students missing more than 3 consecutive individual lessons without 24 hours' notice of cancellation will be removed from the register. No refund can be provided.

6. The place will be then offered to students on the waiting list for the rest of the term.

7. As tutors are contracted per term, refunds can only be given when classes are cancelled by the School of Music.

8. GRETB's School of Music however reserve the right to offer cancelled places to students on the waiting list for the rest of the term if applicable.

- **Point of Contact**

All correspondence will be sent to the email/phone of the parent/guardian who paid for the fees and not directly to the student unless the student is over 18yrs in which case they will be contacted directly.

By accepting our Terms & Conditions you consent to us sharing your contact details (including mobile and email) with our administrative staff and tutors.

- **Drop-off & Collection**

- It is the responsibility of the Parent/Guardian to ensure that they accompany their child/children to the door of the venue at the beginning of the class.
- It is the responsibility of the Parent/Guardian to collect students on time after each class at the door of the venue.
- Students are not permitted to leave the venue during classes without the permission of the tutor.
- GRETB's School of Music does not take responsibility for students who remain on the premises 10 minutes after the end of classes.

- **Behaviour**

Students/Parents/Guardians and all visitors to the schools are expected to behave in accordance to the school ethos: Respect, Care, Excellence, Equality.

- **Damage**

- Students/Tutors are responsible for their own equipment/own belongings. The school accepts no liability for loss or damage of same while on school property.

- **Media Consent**

Images recorded by GRETB's School of Music may be used for national publicity, digital and social media marketing.

- **Privacy Policy**

Personal data is data that identifies you or can be used to identify or contact you and may include, for example, your name, address, mobile number, or email address.

This personal data provided by you will only be used for the operating the School of Music.

You have the right to request a copy of any personal data held by us about you. You also have the right to have such data corrected where it is inaccurate or misleading. You also have the right to have this data deleted.

I understand and agree that any personal information I have provided may be used by the School of Music for the purposes of performing its functions in accordance GRETB's Data Processing Policy.

Collection and use of Non-Personal Data

Like most websites, we gather statistical and analytical information collected on an aggregate basis of all visitors to our website. This non-personal data comprises information that cannot be used to identify or contact you.